

Washed away



HIGH TIDE--Ed Kornblum, manager of Cape Lookout State Park, walks among a damaged sea wall that had been designed to protect the park from wave damage (steel piling visible on right). Violent seas have been known to wash away up to five feet of the 50-year-old berm each day, according to Kornblum. Sixteen campsites and a rest room are threatened during high tides. A proposed beach wall, estimated to cost \$1.8 million, has been delayed, partly for lack of funds.

Poll spells out good, bad news

An ODOT employee survey has revealed the department has weak links in communication, places great value in productivity, and has little understanding of its organizational mission.

Coast Consulting, a Portland management and financial consulting firm which conducted the statewide survey, is in the process of concluding its analysis of survey material collected this fall. Summaries of those findings will be distributed to all employees this month. A series of statewide meetings to discuss those results are being planned in the coming months.

Michael Hipps, a partner with Coast Consulting, said that "getting the word out to ODOT employees

Employees generally want to take more initiative and accept more responsibility in their jobs.

Computer options expand with eDESK

The eMAIL computer terminal services are expanding to include access to an employee telephone directory, crew listing and ODOT's policy and procedure manual.

The option is being called eDESK, symbolizing its expanded capabilities--and capacity for future expansion, according to Gary Potter, ODOT's deputy director. Potter is a member of the year-old Computer Information Task Force that created eDESK.

Future eDESK on-line features being considered include position vacancies, purchasing manuals, and Highway Division project specifications.

The beauty of eDESK, to go on-line Jan. 3, is that it provides rapid access, cuts paperwork, and "ensures confidence in the user," Potter said.

"Instead of relying on a book-case full of policy manuals and worrying if someone has kept them up-to-date, we now can just call that information up on the computer screen," he said.



REFLECTIONS--The menu of computer program options, available through eDESK, is reflected in a user's glasses.

The Computer Information Task Force, charged with creating the expanded service of on-line information, is composed of representatives of ODOT Information Systems, Personnel, Accounting and Administrative Services.

Electronic mail, or eMAIL, still will be accessible through the more than 400 eMAIL terminals state-

wide, according to Ken Bonnem of Information Systems. Users of that computer need only dial eMAIL from an on-screen menu.

After the task force was formed in the fall of 1987, it polled department managers to determine what information to make computer-accessible first. The results of that

See COMPUTER, Page 5

is like shining a light through fog. The farther down in the organization you go, the less information gets through."

After reviewing the preliminary results, top ODOT management committed itself to dealing with the problems raised by the survey results. The department's Executive Staff and the Transportation Commission have ranked working with the survey results as a top priority for 1989. (See comments by ODOT Director Bob Bothman, page 2 of this issue.)

"We talked with top management, and we were told they welcome discussion of the issues raised by the internal survey," Hipps said. "They want to hear comments from employees. If you don't address the issues we found, they will continue to be endemic to the system."

The survey also revealed that ODOT employees have a positive attitude, take pride in their work and believe that communications within their work units is better than a few years ago, according to Hipps. Employees generally want to take more initiative and accept

See SURVEY, Page 4

HIGHLIGHTS OF THIS ISSUE...

PAGE 3 DMV recruits volunteers and, in turn, provides them with marketable job skills.

PAGE 4 Consultants analyze the results of two opinion polls conducted for ODOT.

PAGE 5 Plans to improve U.S. 101 may expand to include California and Washington state.

PAGE 8 Department employees comment on what is going right in their jobs.

DIRECTOR'S COLUMN

Survey over, it's time to work as one

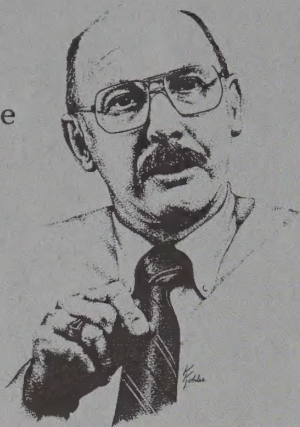
By **BOB BOTHMAN**
ODOT Director

We've received the results of the public, local government and employee opinion surveys, and I'd have to say that some of the responses were real eye-openers. The responses from our own people, in particular, hit me pretty hard.

As I've said before, I honestly believe that the department made substantial gains in 1988, particularly in the delivery of services to our customers--the public. Among those accomplishments are increased visitor attendance at Oregon State Parks, reduced waiting times at our Motor Vehicles Division field offices, and improvement in the condition of our state highways.

Maybe that's why it's hard for me to accept that transportation was ranked lowest among eight major issues currently facing Oregonians in the ODOT telephone poll. Crime and education hold positions of greater priority. On the other hand, a substantial majority of those surveyed said they believe our department is doing a good job. The fact that transportation is not one of the critical issues facing Oregonians tells me they sense that Oregon has a sound transportation system. And that's good news.

One point that is clear is that two-thirds of Oregonians think we are only doing a mediocre job of keeping them informed of what we are doing. I firmly believe that people these days want to know why we're doing what we do, as



much as what we are doing. We all have to know the "why" of our work, and we have to tell our story to our customers. In this case, that means all 4,500 of us.

In polling local governments, we found that they are concerned about how we allocate our finances. Our battle to prioritize limited dollars is seriously affecting the cities and counties, and we have fought for the limited dollars for the state's facilities. Judging from the survey results, there

Transportation workers perceive ODOT to be a good place to work and believe that their work is valuable. But only about half indicated an awareness of our goals, objectives and values. At least half believe that we can improve our productivity and efficiency.

I agree that we can do better. But I would like to add that we are already doing a good job. Perhaps the lack of awareness and concern with our productivity is reflected in the fact that

Perhaps the lack of awareness and concern with our productivity is reflected in the fact that three-fourths of our people are reluctant to admit they work for ODOT.

appears to be a substantial difference in what the local governments think we're doing, what they think we should be doing, and what I believe we are doing with our available resources.

Most of the responses from our customers indicate they are impressed with state workers' performance. The majority, however, think that ODOT is underfunded even though we have doubled the gasoline tax this decade. This indicates to me that we need to be telling our story better than we have.

We are performing well and delivering good facilities. My travels throughout the West Coast over the past year have confirmed for me that our facilities are better than other states'. As providers, we have a lot to be proud of. One of our major efforts in 1989 will be to reinforce our values, develop our strategic plans and communicate those throughout the department and to our customers--Oregonians.

The employee opinion survey told us that, on the whole, Department of

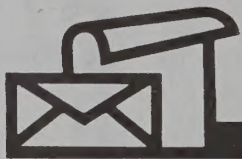
three-fourths of our people are reluctant to admit they work for ODOT and talk about their work. I hope we can change that.

In the 37 years I've been with our department, I've always thought I understood the organization's goals, and I have always spoken out on its behalf. I just happen to believe that we're all committed. We need to find ways to pull together.

As I look at the survey results, I see great potential and realize the opportunities that new information presents us. Now we need to figure out how to work together to solve the questions that the survey raised, particularly in the areas of management, productivity, efficiency, training and communications.

And as we look ahead to this New Year, I want you to know that you can count on three things: First, you will get to see a summary of the survey results. Second, you can expect a response to the survey. And third, meeting that challenge will involve us all.

Letters



Faith in humanity

Dave Talbot,
Parks Division Administrator,
Salem:

We would like to express our thanks to the State Parks system and its thoughtful employees. In particular, we'd like to thank Park Ranger Randy Allison of Stewart State Park.

On a trip from Bend to Northern California we had car trouble and were able to coast into Stewart State Park. Randy helped us. Not only did he look up phone numbers for repair shops, he also found us a temporary bolt to hold our alternator together.

People like Randy renew one's faith in humankind.

Jay and Theresa Langley
Bend

Highway innovators

Walt Bartel,
District 12 Maintenance Supervisor,
Pendleton:

As we were returning to La Grande recently, a water hose on our vehicle burst near the 17-mile overpass. Two members of your highway crew, Andy Harrison and his supervisor Mike Hazlewood, came to our assistance.

They were courteous, capable and innovative. In a short time, they had made the necessary repairs for us to continue our journey.

I want to commend these men for taking the time to help us in an emergency. We were thankful for their speedy and efficient help, and it was greatly appreciated. As an Oregonian, I felt great pride in our state Highway Division that such men as Andy and Mike are part of

your organization.

W.F. Brownton
Oregon Senior Judge
La Grande

In good hands

Wayne Earnshaw,
West Eugene DMV Office Manager:

While at the West Eugene DMV Drive Test Center this fall, I was treated with respect, courtesy, professionalism and friendliness by three of your personnel.

Initially, the woman who took down registration information and provided me with directions for obtaining a license and having my car's registration transferred patiently explained the procedures and answered all my questions.

The driver examiner who gave me the road test gave me clear and concise directions and made me feel relaxed and confident behind the wheel. I was even pleased with the photograph the clerk took of me.

I've found that this kind of service is generally not present in civil

service operations. The West Eugene DMV office's quality service is a testament to Oregon's commitment to a superb quality of life.

Anthony Catalano
Eugene



ODOT NEWS

Oregon Transportation Commission
Michael Hollern, Chairman
John W. Whitty, Vice Chairman
Cynthia Ford
David F. Bolender
Robert F. Duvall

Director
Bob Bothman

Managing Editor
Andy Booz

Published by:

The Oregon Department of Transportation

Office of Public Affairs
140 Transportation Building
Salem, Oregon 97310
Phone: 378-6546





HELPING OUT--Disabled volunteers help stuff materials in "Welcome to Oregon" packets for the Motor Vehicles Division. Mary Lou Cloud, a job trainer with the Multnomah School District, is pictured in the foreground.

DMV workers reap job skills by volunteering

You may find them answering questions, maintaining a parking lot, or translating test questions--and they're doing it for free.

They are participants in the Motor Vehicles Division's Community Service Training Program and their number is growing, according to Marsha Ryan, program coordinator.

The program had previously been called DMV's Volunteer Program, but that name changed to reflect the nature of the participants.

"We do not have volunteers," Ryan said. "We have people who need to develop their skills to re-enter the workforce." The workers are paid under the Federal Older Americans Act, also known as Title 5.

"It's a situation that's beneficial to both parties," she said. "The participants get to develop their job skills and people skills, while Motor Vehicles gets free help from the American Association of Retired Persons, the Green Thumb program and the Private Industries Council."

Volunteers are working in DMV field offices in the Portland area, Astoria, Hood River and Salem. The program is available to field offices throughout the state. An interested office manager must first get approval from a DMV regional supervisor.

The program also has developed

a strong working relationship with the Multnomah Educational Service District. Multiple-handicapped students receive on-the-job training in parking lot and landscape maintenance at Portland-area DMV field offices. The students recently began assembling "Welcome to Oregon" packets for distribution at Motor Vehicles' offices.

Mary Lou Cloud, a job trainer with Multnomah Educational Service District, praised the program. "DMV's work with our kids has been wonderful. The kids need this type of pre-vocational training in order to succeed in their own lives and job placement," she said.

Conference Center contract awarded

The Transportation Commission recently awarded a three-year personal services contract to Mike Rich and DeShaw House for operation of the facilities at the Silver Falls State Park Conference Center.

The new contract, which went into effect in December, is for approximately \$350,000 per year and reflects a monthly administrative fee increase, from \$2,900 to \$4,900. That fee increased because the new agreement gives the responsibility for booking and billing to the contractor. Previously these items were handled by Parks staff.

Overpass screening to go up in 1989, '90

The Transportation Commission in December approved of a plan to add protective screening to nine existing highway overpasses during the next year.

State Highway Engineer Don Forbes, in describing the proposal, explained that the Highway Division currently installs overpass screening where necessary when new structures are built and is expanding the program to selected existing overpasses to help prevent incidents of people dropping objects into traffic.

The overpasses selected for screening in 1989 are estimated to cost \$225,000. Another seven locations scheduled for screening in 1990 have an estimated cost of \$175,000.

That priority listing was compiled by region engineers based on reported accidents from Oregon State Police and local law enforcement agencies, accidents, location, accessibility, the proximity of pedestrian pathways, the amount of bicycle and pedestrian traffic, illumination and engineering judgment.

Lights and signs were considered as alternatives to screening. Signs warning pedestrians not to throw objects were not considered likely to be effective deterrents, according to Forbes. Increased lighting

may help however, and Highway will install lighting at two locations as a test.

The priority list and effectiveness of the protective screening will be evaluated in two years, during a review of the division's Operations Project priority lists.

Plans and specifications for overpass screens will be ready for bid in February, with construction scheduled for 1989.

Overpass locations selected for screening during 1989 include:

- Interstate 5 overpasses at Center Street and D Street, Salem; at Butteville Road, Marion County; at Bonita Road, Tigard; and at Upton Road, Jackson County;

- Oregon Route 217 overpasses at Wilshire; and at Walker Road, both in Washington County; and

- Interstate 84 overpasses at River Road, Malheur County; and at Mayer Park, Wasco County.

Overpass locations selected for screening during 1990 include:

- Interstate 5 overpasses at Sevenmile Lane, Linn County; at Chadwick Lane, Douglas County; at U.S. 20, Albany; and at Terwilliger Boulevard, Portland;

- Interstate 84 overpasses at Second Street, La Grande; and at U.S. 30; and

- U.S. 26 overpass at Murray Road, Washington County.

NEWS BRIEFS

65 mph limit hasn't boosted traveling speeds much

The 65 mph speed limit, in effect on Oregon's rural interstate freeways for more than a year, has had little effect in boosting average driving speeds.



The average speed on those freeways is 62.4 mph, well under the speed limit and less than one mile per hour faster than in 1987, according to State Traffic Engineer Dwayne Hofstetter.

Custom plates available for campers, RVs

Custom license plates are now available for campers and recreational vehicles. Previously, they were available only for passenger vehicles, motorcycles and mobile homes.

The custom plates for campers and recreational trailers are of the old design, with blue characters on a gold background, according to the Motor Vehicles Division.

Christmas spirited adorned with 'Jolly Holly'

Clerical Specialist Garrett Miller was chosen winner of The Jolly Holly Award by his peers at the Parks Division's headquarters for best exemplifying the spirit of Christmas all year long.

Miller won a \$15 gift certificate for the honor.

Fewer drunk driver deaths with stricter laws

Oregon's tougher drinking driver laws, in effect since 1984, are lowering the number of alcohol-related motor vehicle deaths, the Motor Vehicles Division reports.

Overall, there were 586 people who died in alcohol-related crashes in the three years after the new laws became effective. That compares with 695 people who died in alcohol-related crashes in the three years prior to 1984.

Blood pressure machine added to building lobby

A machine that measures a person's blood pressure and pulse rate has been added to the lobby of the Transportation Building.

The VitaStat machine, funded 50-50 by ODOT and the department's Wellness Program, will remain in the lobby for one year.

Survey: Communication breaks in ODOT

Continued from Page 1
more responsibility in their jobs, he said.

Seventy percent of the 4,500 employees returned the surveys distributed in October. Some respondents reported the survey contained printing errors, such as missing pages, while others noted survey distribution problems and supervisors who discouraged employees from filling out the survey.

The survey also revealed:
• 98 percent indicated they answered the survey seriously or very seriously;

• 60 percent said it's either likely or very likely that important changes will result from the survey, with Central Services employees most optimistic and Highway employees most pessimistic than any other division, and pessimism increasing rapidly in lower-ranking positions;

• Employees generally have a positive attitude about ODOT, take pride in their work, think the work they do is important and believe that their benefits are good;

• Of those employees who are aware of what the Transportation Commission does, most believe its members do a good job and present a good image of ODOT;

• On the whole employees said they think supervisors treat them fairly;

• Most employees would defend their divisions if it's criticized;

• Employees believe they have the necessary training to do their work;

• Communications are being blocked by some supervisors--showing employee videos and distributing employee publications is a



BRIEFING--Michael Hipps, a partner with Coast Consulting, briefs top-level ODOT staff members of the preliminary results of the ODOT opinion survey. Seated from left are Highway Information Officer Carol Mitchell, Deputy Director Gary Potter, Personnel Section Manager Judy Gregory and State Highway Engineer Don Forbes.

low priority ("The mechanisms are not in place to get information around supervisors who block communications," Hipps said.)

• ODOT has too many managers;

• Ratings of management are poor--in areas of leadership, motivation, decision making and spending money wisely, for example;

• Efforts to improve productivity are poor--a widely held belief;

• Employees want more respon-

sibility;

• Management and supervisors don't provide recognition of good work performance;

• Personal and work group morale is poor;

• Teamwork in work groups is not good;

• ODOT has too many managers and levels of management in its divisions;

• The goals and objectives of ODOT's divisions are not well con-

ceived;

• Employees' experience and knowledge are not fully utilized;

• Advancement opportunities are minimal;

• Employees have a low satisfaction with their pay levels;

• Communication between ODOT's main offices and field locations is poor; and

• Information is not provided in a timely manner.

Roads take back seat to social concerns

The condition of Oregon roads and highways are important to the public, but take a back seat to socioeconomic concerns that have more personal implications.

That finding is the result of a telephone opinion poll of 1,600 Oregonians conducted this fall by Bardsley and Neidhart, Inc., of Portland. It was one component in

a three-part survey conducted (see related stories, this issue).

Condition of roads and highways ranked last among eight issues, with alcohol and drug abuse, crime and law enforcement, and quality of funding of education taking the top three rankings. Respondents consider increases in the vehicle registration fee, the weight-mile tax

on trucks and the so-called "sin" tax on cigarettes as salable sources for additional funds to improve highways and transportation services.

The survey also revealed:

• 71 percent say ODOT is alert to the suggestions and input of the public in setting goals and planning activities, but 65 percent contend that ODOT does a "mediocre" job of keeping the public informed about its objectives, policies and plans. Only 21 percent are aware of public meetings on improving the state highway system;

• Three-fourths of the public think that lack of funds is a "very" or "somewhat" serious problem for ODOT;

• It was the consensus opinion that ODOT makes a substantial contribution to the economy of Oregon;

• More people than not (44 percent) think the state highway system is better than it was five years ago;

• 55 percent believe more highway work should be contracted out to private industry;

• 75 percent praise the efficiency and friendliness of DMV employees, and 53 percent believe waiting time in DMV offices is not prohibitive;

• 63 percent say there is a lot of vandalism at Oregon State Parks.

Aero turns over state airports to communities for better funding

The Oregon Aeronautics Division is offering to transfer several of its 35 state-owned airports to Oregon communities.

An economic double-win is expected from the trade, according to Fred Mills, manager of the division's community aviation services.

State funding shortfalls and a lack of Aeronautics staff have limited improvements to some state-owned airport facilities, Mills said.

"We do not have enough money available to run them properly," he said.

The division is ineligible for state economic development funds to finance needed improvements. But local governments, such as cities, counties and special service districts, do qualify, according to Mills.

"If local communities assume

responsibility for the airports, the state would deed the properties to them with no exchange of money," said Mills. Under the arrangement, the new owners assume responsibility for managing and funding operation of the airports. They also receive any profits generated by the airports.

Paul Burket, division administrator, said 24 state airports could be deeded to new owners because Aeronautics considers them of more benefit to their surrounding local communities they are to the state airport system.

"Airports have a great potential for aiding and supporting economic development. But they do need to have someone looking over them to make that kind of thing happen," Burket said.

Need for 'partners'

Large governments trust ODOT more than small ones do, a survey of all Oregon city and county governments shows. And a "strong minority (of those governments) stop short of viewing the department as a partner," according to the survey results.

The poll, conducted by Coast Consulting, a Portland management and financial consulting firm, also revealed that ODOT is responsive to those governments' concerns, that communication between it and those local governments is open, and that department employees know their jobs.

That report concluded that "there is a respect for responsiveness, open communication and technical competency. However, there is high dissatisfaction with highway fund allocations, and there is low understanding of other divisions' goals.

Three-fourths of large-population cities responded to the survey, while only half the small cities did.

Clearing the way



WIND DAMAGE--Fallen trees at Van Duzer Forest Wayside are sawed by Park Rangers Jo Galbreath (foreground) and Gary Dick. High winds in the Van Duzer Corridor blew down the trees during a blustery storm this winter.

U.S. 101 plan may include entire coast

Plans are in the works to improve U.S. 101 from Washington, through Oregon and south to California.

The U.S. 101 Improvement Strategy, developed over the past year, could be expanded to encompass a Pacific Coast Scenic Parkway from Puget Sound in Washington to Santa Barbara, Calif., according to Don Byard of the Highway Division's Planning Section.

The study recommends developing U.S. 101 in Oregon as a coastal parkway using three possible levels of development--maximum, standard and limited. Within those areas, the parkway would be built using urban, suburban and scenic design concepts. Parkway development would range from a rural, two-lane route with scenic pull-outs to an urban four-lane highway divided by a landscaped median, with bicycle paths and sidewalks.

"We are preparing our congressional delegations to meet with their counterparts in California and Washington to discuss the idea of a tri-state coastal parkway," Byard said.

The concept of a tri-state route is in the formative stage, he said.

"We still have a lot of work to do before anything like a tri-state coastal parkway becomes a reality. We're hoping that we can start working now to secure some federal funding for demonstration projects on the Coast Highway in Oregon to show how well a parkway design concept could work," Byard said.

A 1990 project on the Central

Oregon Coast at Lincoln Beach will be the first demonstration of the division's new parkway design concept. A two-mile stretch of the Coast Highway will be widened and provided with a landscaped median, left-turn pockets and landscaped shoulders.

In the meantime, Byard's staff will be developing a U.S. 101 corridor study during the spring of 1989. Planners will apply the U.S. 101 strategy and design concepts to the entire length of the Oregon Coast Highway.

"It's the first time we've looked at the Coast Highway as a whole, and we have a lot of support from local governments. The key to the success of a coast parkway is proactive planning and cooperative management," Byard said.

'It's the first time we've looked at the Coast Highway as a whole, and we have a lot of support from local governments.'

But the corridor study can't solve everyone's needs, he said.

"If we work with the cities and counties to control land use and zoning next to the highway, we will end up making local governments our partners in developing the parkway. They will then help to protect the integrity of the parkway design as it is built."

Beginning in late 1989 or early 1990, Byard hopes to have laid the groundwork and gained the Congressional approval to begin developing the tri-state Pacific Coast Scenic Parkway route. A federally approved program could include demonstration project funds available for each state to accelerate construction of the route.

If demonstration project funds are not available to help with construction, Oregon's U.S. 101 improvements will be prioritized through the Six-Year Highway Improvement Program process, according to Byard.

"Without federal demonstration project funding, improvements on U.S. 101 will compete with projects on the rest of the state highway system. But one way or the other, the Pacific Coast Scenic Parkway is here to stay--at least in Oregon," Byard said.

ODOT keeps track of legislative action

Although ODOT's legislative package is a relatively light one for the session that begins Jan. 9, hundreds of bills with potential impact will be watched closely.

Only 34 legislative concepts were introduced at the request of ODOT and the various operating divisions. Many of those are house-keeping in nature.

Division and departmental legislative coordinators will take note of all the approximate 3,000 bills

expected to be introduced in the upcoming months to determine if they will create an impact.

Coordinators track legislation of immediate or potential interest, confer with administrators, executive staff members and others about pending hearings, preparation of testimony, questions to be resolved, and a host of other details.

Legislative coordinators for the 1989 session include:

- Aeronautics, Joseph Holden, assistant administrator for Air Operations and Safety;
- Central Services, Judy Gregory, Personnel Section manager, and Jean Hardin, personnel assistant;
- Highway, Brad Wilder, outdoor advertising control supervisor;
- Parks and Recreation, Monte Turner, information officer; and
- Public Transit, Denny Moore, administrator.

ODOT's Office of Public Affairs maintains liaison between the divisions--before, during and after the session--so that appropriate information can be quickly shared. In addition, John Elliott, director of public affairs, assists ODOT Director Bob Bothman and others with issues of departmental significance.

RETIREMENTS

Robert Crandall, park ranger 2, South Beach State Park, Newport, retires in January after 22 years of service.

Gladys Lorange, secretary, Highway Division, Roseburg, retired in December after 22 years of service.

Charles Nine, engineering technician 1, Highway Division, Eugene, retired in December after 38 years of service.

Dwayne Prose, highway engineer 1, Medford, retired in June after 27 years of service.

James Reeder, heavy equipment mechanic 1, Highway Division, Ashland, retired in December after 20 years of service.

Alice Rosen, clerical specialist, Harris Beach State Park, Coos Bay, retires in January after 11 years of service.

James Schuh, highway maintenance worker 3, Highway Division, Woodburn, retired in December after 16 years of service.

Melvin Slagle, supervisor storekeeper C, Highway Division, Salem, retires in January after 19 years.

Richard Takara, systems analyst, Central Services, Salem, retired in December after 23 years of service.

Jack Viney, highway maintenance foreman 2, Highway Division, Salem, retired in December after 17 years of service.

Robert Wright, systems supervisor, Central Services, Salem, retired in December after 30 years of service.

Richard Zitzewitz, program coordinator, Highway Division, Salem, retired in December after 31 years of service.

DMV may link into eDESK

Continued from Page 1
poll indicated three top priorities: phone and crew directories, and a policy and procedure manual.

A person need not know where to look to tap into either.

For example, to look up the department's policy entitled "Office Closure Because of Adverse Weather Conditions," it's not necessary for a person to remember that policy title is listed under "Office." By typing in the word "closure," eDESK would search for

a policy with a title containing that word, and the office closure policy would appear on the screen.

Electronic mail is available to all ODOT agencies with the exception of the Motor Vehicles Division. However, plans call for introducing eDESK options to DMV in the near future, according to Bonnem.

While DMV offices have the available computer software and hardware for eDESK, its introduction is being delayed because of records security issues, he said.

Awards selection is more broadly based

The Parks Division presented three employee awards in December, marking the beginning of a revised system for nominating and selecting winners.

With the new approach, any Parks employee may nominate another employee for the annual awards. Finalists and winners are chosen by committees composed of a cross-section of staff members.

Dick Robison, ranger 2 at Tumalo State Park, near Bend, received the Art Burt field employee of the year award for consistent high quality work on many projects.

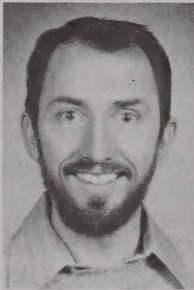
Robison, who transferred to

He is active in community groups, such as the chamber of commerce, Rotary Club, and a planning commission as well as professional organizations. He is a board member of the Oregon Parks and Recreation Society.

Tutor, an 11-year Parks employee, said he likes the people contact in his job in combination with the opportunity to work outdoors. "How many jobs include walking on the beach and hiking trails?" he asked.

Lorena Buren, budget officer, who is one of the newest Salem office staff members, won the Sam

WINNERS--
Parks employee award winners are (from left) Dick Robison, Craig Tutor and Lorena Buren.



Parks from Highway in 1977, handles a variety of duties ranging from building renovation to tree removal. He often serves as lead worker on such projects.

"If something goes wrong, blows up or falls apart, Dick is there with the tool, materials or idea to fix it," his nomination states. He was cited for scheduling his own time and resources and often coordinating several projects simultaneously.

He was also praised for his "courtesy, concern and helpfulness to the visiting public. Even during a hectic summer when tempers are short, Dick can be relied upon to handle problems effectively," according to his nomination.

Robison said he is challenged by construction projects and likes the variety of his duties.

The first recipient of the newly created Management Excellence Award is Craig Tutor, manager at Fort Stevens State Park, near Astoria.

As the park's manager for the past 18 months, Tutor has worked extensively with the Friends of Old Fort Stevens to increase activity in the historic portion of the park. This summer, volunteers provided truck and walking tours and opened a gift shop.

Tutor was credited for spending much of his own time on related projects and for securing donations of equipment and services.

Boardman Award for Parks headquarters employee of the year.

A life-long avid camper, she transferred from the Transit Division to Parks in late 1987 partly due to her interest in outdoor recreation. "I'm glad I made this choice," she said. "It's been rewarding to work with and for Parks people."

Buren, while preparing the division's budget for the next fiscal year, recommended a new budgeting method that allowed the division to increase operating expenses by \$3 million. She also was credited with calculating costs for the division's long-range plan and researching several funding proposals.

Two receive transit honors

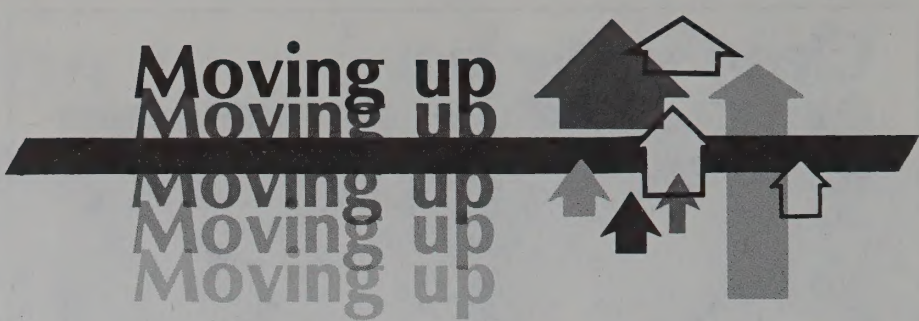
Two Public Transit Division employees recently received the Oregon Transit Association (OTA) President's Award for outstanding contributions on behalf of transit in Oregon.

Joan Plank, former Special Transportation Fund manager for the division, and Denny Moore, division administrator, were honored at the OTA's annual conference. Both were given the award during a luncheon ceremony attended by more than 100 transit providers from around the state.

Michael Hollern, chairman of the Oregon Transportation Commission, presented Plank and Moore with the awards.

Jack Sollis, a retired legal counsel for the Highway Division, will speak about recent insurance rate hikes at the Feb. 7 Highway Retirees luncheon.

The quarterly meeting starts at 11:30 a.m. at Myrl's Chuckwagon



Central Services

Earl Wilson, supervising software analyst to systems supervisor, Salem.

Parks and Recreation Division

Kerry L. Corliss, park aide to park ranger 1, The Cove Palisades State Park, Culver.

Frederick E. Dawson, park ranger 2, The Cove Palisades State Park, Culver, to park manager B, Joseph P. Stewart State Park, Prospect.

Eddie C. Freeman, park aide to park ranger 1, The Cove Palisades State Park, Culver.

Kevin W. Price, park manager A, Champoege State Park, St. Paul, to park manager C, Rooster Rock State Park, Corbett.

David H. Weisenback, park ranger 1 to park ranger 2, South Beach State Park, Newport.

Motor Vehicles Division

Ricardo Aguilar, clerical specialist, Salem, to motor vehicle representative (MVR) 1, North Salem.

Cyndi Choate, data entry operator to clerical specialist, Salem.

Kimila Frost, MVR 3, Medford, to motor vehicle office manager A, Rogue Valley.

Kristi Gibson, data entry operator to clerical specialist, Salem.

Kathleen DeMello, clerical specialist, Salem, to MVR 1, Sherwood.

Chloe Ousterhout, clerical specialist to management assistant B, Salem.

Deborah Perry, data entry operator to clerical specialist, Salem.

Alice South, clerical specialist to administrative assistant, Salem.

Highway Division

Nowzar Ardalan, highway engineer (HE) 2 to HE 3, Salem.

George D. Bales, mechanic trades helper to body and fender repair worker, Salem.

Norman E. Collins, highway maintenance worker (HMW) 3 to highway maintenance foreman (HMF) 1, Vale.

Vern Daily, engineering aide (EA) to engineering technician (ET) 1, Salem.

Sunday Dick, HMF 1 to highway maintenance supervisor C, Canyonville.

Walter J. Eager, HE 4 to HMW 3, Salem.

Roy Evens, HMW 2 to HMW 3, Klamath Falls.

John A. Grimes, HMW 2 to HMW 3, Eugene.

Julie Ann Grimes, EA to ET 1, Salem.

Gail Kominek, word processing specialist to management assistant A, Salem.

John W. Larson, HMW 2 to HMW 3, Government Camp.

Richard Lowell, HMW 2 to HMW 3, Klamath Falls.

Donald McLane, HE 1 to HE 3, Roseburg.

John Michael, HMW 3 to HMF 1, Canyon City.

Kent Nogowski, HMW 2 to HMW 3, Cascade Locks.

Patrick O'Connor, HMW 2 to HMW 3, Ashland.

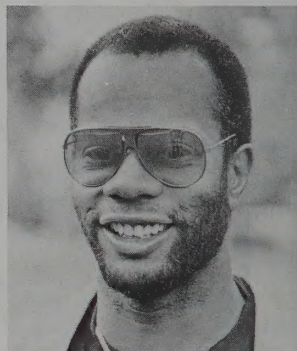
Raymond Siens, HMW 2 to HMW 3, Klamath Falls.

James V. Sutton, HMW 2 to HMW 3, Veneta.

Rick Vanden Bos, HMW 2 to HMW 3, Parkdale.



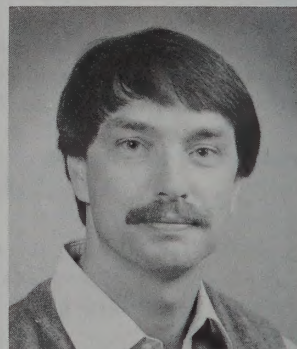
Kathleen DeMello
Motor Vehicles Representative 1
Sherwood DMV



Kevin W. Price
Park Manager C
Rooster Rock State Park
Corbett



Alice South
Administrative Assistant
Motor Vehicles Division
Salem



David H. Weisenback
Park Ranger 2
South Beach State Park
Newport

REMEMBERING

Herman Munjar Sr., formerly a highway maintenance foreman 2, Highway Division, Spray, died Oct. 30. Munjar, who was 80, retired from Highway in 1973 after 36 years of service.

Carroll Robinson, engineering technician 3, Traffic Section, Highway Division, Salem, died Oct. 15. Robinson, who was 82, retired from Highway in 1971 after 23 years of service.

Retired attorney speaks on insurance rate hike

restaurant, 2265 Lancaster Dr. N.E., near the Bi-Mart store in Salem.

In his talk, Sollis will present the issues surrounding increases in Blue Cross-Blue Shield insurance premiums, as they apply to retired state employees between ages 55

and 65.. Those increases went into effect Nov. 1.

Other Highway Retirees meetings scheduled for this year include May 2, Aug. 1 and Nov. 7.

For more information, contact Lorraine Ellis, 362-3998.

On the job with

Joni Reid



By LISA BOLLIGER
Public Affairs Specialist

Joni Reid likes a challenge.

She seeks out challenges and, as the Eastern Oregon field representative for the Public Transit Division, her days are nourished with opportunities.

Joni manages the Rural Transit Assistance Program (RTAP), and has found working with the rural transit providers the most challenging aspect of her job. She enjoys the program because of its flexibility.

"This is one federal program without a lot of restrictions. We can do almost anything with it as long as it benefits the rural transit pro-

vider," she says. Joni plans and schedules training statewide. The program aims to improve communications and networking among the providers and helps them to train each other.



vider," she says. Joni plans and schedules training statewide. The program aims to improve communications and networking among the providers and helps them to train each other.

She oversees the nine-member RTAP advisory committee, a group that reviews requests for assistance and allocates money based on benefits derived from the use of the funds. After reviewing a proposal, the committee weighs the need for money with its potential for helping the state in the long-run. When asked for training, the committee's attention typically focuses on whether the information gained can be shared with other providers.

Information sharing is part of Joni's job. "I am currently working with neighboring states in setting

up other RTAP-related programs. We coordinate workshops and training sessions. We share training materials that can be used well into the future in case the RTAP money is discontinued," Joni says.

As field representative, Joni travels to 13 eastern counties and is currently working with 45 transit providers. "The most rewarding part of my job is working with the local providers," she says.

"I think of myself as a roving planner. The typical small transit



provider wears many hats. The manager will likely be the bus driver, mechanic, dispatcher and janitor. That person is so busy doing the day-to-day tasks that time isn't spent in long-range planning. I go in to help with the larger perspective."

The larger perspective often involves developing a marketing plan to increase ridership and to simply manage an operation more efficiently and effectively. "I spend a lot of time trying to fit a transportation system with the local needs and within their budget. I help them plan and discover ways of managing their business better. I also try to increase community awareness of the transit-dependent population," she says.

Joni began her career with the department's Public Transit Division in June 1986. "The position intrigued me because it involved working with grantees and required people skills," Joni says.

She previously worked as a program planner for the Central

Oregon Intergovernmental Council in Redmond. "I was working on the other side, applying for the grants. This position involved approving the grants. That sounded challenging," she says.

Joni enjoys working with Public Transit people because "they have been accommodating to my personal needs." When her husband, Jerry, was transferred to La Grande last fall, Transit staff decided to open the first-ever Eastern Oregon field office in La Grande.

The move has helped make her job more efficient because it made Joni more accessible to her Eastern Oregon customers, she says.



Less than a year later, her husband was transferred a second time, this time to The Dalles. Transit management realized a need to continue servicing Eastern Oregon transit providers and chose to move the La Grande office to The Dalles. It was a win-win situation by satisfying Joni's personal situation and the transit providers at the same time.

To some, traveling two weeks a month--with regular trips from Salem to Ontario--would be hard to handle. Joni does find the long-distance commute frustrating at times, but the hours on the road are less painful because of her love of Eastern Oregon.

"What really surprised me was that by working in La Grande, my field work increased. It seems that my credibility increased because I

became one of them," she says.

The wide variety of projects is one thing that Joni especially likes about her work.

Joni recently had the satisfaction of helping Grant County become Oregon's first grantee to contract with Greyhound, an intercity service provider. Under the rural connection program, Grant County's local transit provider graduated from a local dial-a-ride service to participating in the intercity bus service. The Grant County system is now paid to deliver passengers to Greyhound stations.

A native of Hood River and current resident of The Dalles, Joni is looking forward to sailing, a hobby she shares with her husband. As owners of a 12-foot sailboat, they are looking forward to sailing the Columbia River Gorge when the weather warms.

"I have a lot of nervous energy, I

**'It seems that
my credibility increased
because I
became one of them.'**

have to always be busy. We enjoy bike riding, camping, traveling and staying active," she says.

In her spare time Joni enjoys flying. Her husband Jerry is a certified pilot and instructor and is teaching her to fly. "This is truly a challenge and my long-range personal goal," she says.

Now Joni has a new challenge. "I just bought a potter's wheel and am looking forward to doing something with my hands," Joni says. "So much of my day is filled with phone calls and traveling. Pottery will give me time to reflect and relax."

Joni has a similar attitude about planning her career.

"If I had one goal, it would be to put myself out of this job," she says. "I would like to see the small transit providers be able to do their own planning. At that point, I feel I would have done my job."

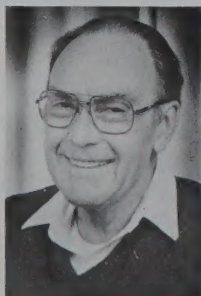
"I do what feels right for me at the moment, and I'm happiest when I am challenged."

RETIREES REPORT

Donald Keyes, Salem, location liaison coordinator, Road Design Section, Highway Division, retired in 1986.

Don rates a trip to Russia as a highlight of his retirement.

Their plane landed in Leningrad, where Don and his wife, Dana, toured four days. From there they boarded a ship and journeyed down the Volga and Don rivers. With them on the tour was an



American doctor of Russian history who conducted lectures. A Russian comparable was also along, and the two debated, answered questions from passengers and circulated around the ship.

The Keyes also visited Ulyanovsk, the youth hometown of Lenin, father of Communism. They spent four days in Moscow touring the Kremlin, the Citadel and Red Square.

Upon leaving Russia, the Keyes flew to Vienna, spending three days touring there.

The Keyes enjoy hunting deer, elk and goose, even though they haven't been very successful hunt-

ers. Don reports that he and his wife "like to get out in the woods, even if only for target practice."

Don Shaffer, Salem, bicycle route engineer, Location Unit, Highway Division, retired in 1982.

Since retiring, Don has been to Australia twice to visit a daughter and two grandchildren in Perth. He has been to Hawaii twice, to the East Coast, Chicago and Washington, D.C., although he says his most memorable and recent trip was to Europe.

Among the countries he visited are France, Belgium, Holland, West and East Germany, England, Denmark, Sweden, Finland, Russia,

Poland, Turkey, Greece, Bahrain, Italy, Spain and Newfoundland.

Don is a member of the Salem Senate-Aires Barbershop chorus, the Salem Bicycle Club, the Salem-Area Bicycle Advisory Committee, and the Senior Fishing Buddies, which is part of the Salem Senior Center. He also likes to spend some spare time on the golf course.

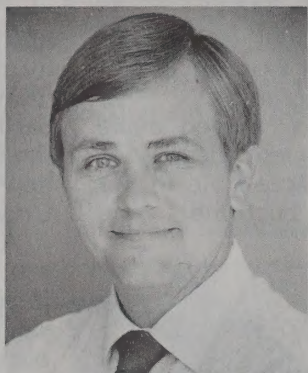
Don attends the Highway Retirees luncheon whenever possible and the Milwaukie Old Highway Boys group.

Don says, "When I'm not riding my bike, I'm fishing. When I'm not fishing, I'm playing golf. And when I'm not playing golf, I'm still busy."

CANDID COMMENTS

What is going right in your job?

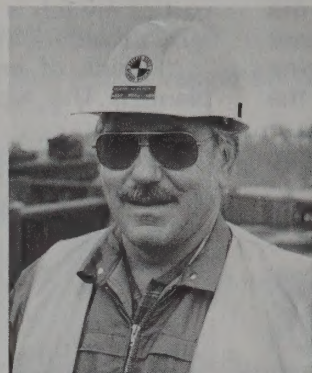
Vickie Spencer
Highway Maintenance
Worker 1
Landscape Crew
Eugene



Pete Nunnenkamp
Driver Safety Section
Manager
Motor Vehicles Division
Salem

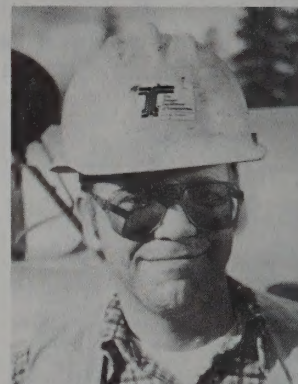


Michelle Schaffer
Clerical Specialist
Beverly Beach Park District
Newport



Glenn Hescoc
Assistant Project Manager
Alsea River Bridge
Waldport

Terry Trussell
Highway Maintenance
Worker 2
Sisters



Vickie Spencer

The people I work with are great. My job is challenging, and I have a terrific boss.

Pete Nunnenkamp

I have a boss who provides me with the latitude for me to do what needs to be done to carry out the programs that I administer. That allows me to be creative and make changes that can make our highways safer. I like my job.

Michelle Schaffer

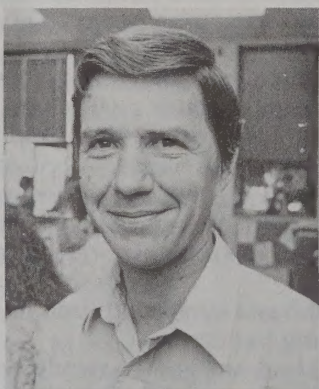
I'd have to say that the use of computers in the district office is what's going right in my job. I find that our word processing capabilities are unlimited, and that being linked to the mainframe allows us to communicate better with other agencies. I feel strongly that computers will continue to improve relations and aid in the reduction of paperwork.

Glenn Hescoc

Working with a good group of people, helping each other and assisting the contractor as we start to move on the new Alsea Bay Bridge project are things that help build the interest of the public and our employees. When this type of thing happens, it makes me feel good about having entered the field of engineering.

Terry Trussell

I've got a great boss, great people to work with, and you just can't get any better working conditions than we have here. If I have any work problems, my boss is considerate and helps me work them out. As a truck driver, I get to meet people from different parts of the country, and it's great to help them out when I can.

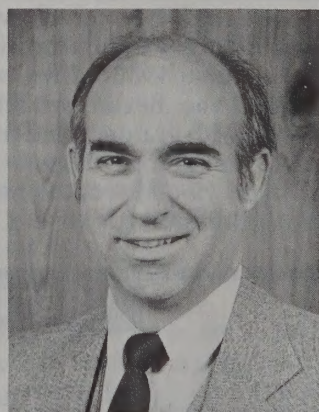


Dale Beeman
Motor Vehicle
Representative 1
Grants Pass DMV



Jim Bollman
Highway Engineer 1
Construction
Waldport

Joe Paiva
Assistant Parks
Administrator
Technical Services
Salem



Kathy Jackson
Clerical Specialist
DMV Validation Unit
Salem

Kathy Martinez
Secretary
Highway
Bridge Section
Salem



Dale Beeman

With the increase of DMV's staff size, I feel that this has relieved us of a lot of tension. The emphasis in the Motor Vehicles Division is on customer service. I like that, because it tends to reduce the pressure on us from bad customer relations.

Kathy Martinez

Quite a few things. I work with a great group of people, have a lot of variety in my work, and have the opportunity to try new and different things. I also get a lot of support from my supervisor and the people in my section.

Jim Bollman

Work on the new Alsea Bay Bridge is gradually increasing, thus providing more opportunities for me to explore a variety of construction equipment and technologies. Overall, I'm pleased with the wide range of job duties I have been asked to perform.

Joe Paiva

The state's beginning to realize that Oregon State Parks have been underfunded and in a no-growth mode long enough. Groups of supporters for specific projects and Parks' 2010 Plan all are asking how they can help with our budget in the upcoming legislative session. To me, that's exciting.

Kathy Jackson

I like my supervisor real well, the people I work around are nice, and my unit gets along well--we're professional. Our customers are nice, too, as we take phone calls from DMV field offices and from the public about custom plates.